Data Center Services
Achieve new levels of efficiency and flexibility
Data Center Services
increase efficiency and flexibility of data center infrastructures

Data center challenges
Corporate data centers with their IT systems are business-critical assets. IT facility floor space, energy & cooling costs, age and security are key parameters for customers running their own IT. Enterprises spend a significant part of their IT budgets to keep IT systems operational and available for their business. They seek to reduce these costs significantly and continuously, while at the same time want to improve the quality of service – consistently around the globe. Complexity of IT systems should decrease and more agile IT systems should link costs to business demand. In addition customers need to be able to demonstrate compliance with regulations, and a reduction of the environmental impact of their IT infrastructure.

Benefit from Fujitsu Data Center Services
Fujitsu Data Center Services enable you to drastically reduce the complexity of managing your IT, to decrease upfront IT investments, to lower the costs of operations by changing fixed costs to variable fees, and to improve the flexibility of your data center to react fast to changing business needs. With us as your partner, you have more time for core tasks. You also benefit from the know-how available to continuously and successfully develop your IT environment and offer better service to your internal and external customers.

Improved operation with flexible costs
Data Center Services from Fujitsu offer you comprehensive expertise – looking after the infrastructure which is located on-premise or in Fujitsu’s secure data centers. They cover infrastructure from Fujitsu as well as heterogeneous multivendor environments. We make sure that all tasks entrusted to us are carried out reliably and efficiently, and take responsibility for delivering the day-to-day IT service levels, while also making transformational improvements.

Fujitsu Data Center Services ensure our customers’ data center infrastructure is effectively managed to deliver the highest levels of system availability, data security and performance demanded by their business. They help to reduce costs, improve service levels to users and host new business systems much faster. We achieve this by using our economies of scale and expertise, taking advantage of best-of-breed enterprise management tools and processes based on ITIL standards, whilst right-shoring resources – drawing on the most appropriate blend of on-shore, near-shore and off-shore delivery.

We apply standardization, automation, virtualization and industrialization of systems to create a highly efficient and responsive IT infrastructure. Subject to agreement, on-site work is kept at a minimum and our 7x24 services are delivered remotely according to predefined Service Level Agreements (SLAs).

Whether we act as your partner by handling part or all of the operations of your IT infrastructure: You retain complete control and achieve mutually defined targets in terms of quality and efficiency with our support – reliably and quickly.

You do not have to invest in IT assets. They can be included in our Data Center Services which are reported and billed usage-based on a monthly level.
Obtaining the right balance between space, power and cooling in the data center is one of the largest operators’ challenges, demanding mastering many factors to deliver optimum support for an organization’s IT infrastructure. Fujitsu works with organizations to assure the sustainability of their data center facilities from formal risk assessments and certifications to planning, designing and implementing from single rack to complete data center solutions.

**Facility Risk Assessment**

The Facility Risk Assessment is used to clearly assess all the factors which affect the security, reliability and energy efficiency of your IT operations, and to make qualified recommendations for optimization measures. In addition, the service takes into account the economic viability of recommendations, to ensure maximum cost-effectiveness.

**Facility Readiness Assessment**

From the placement of compute, network and storage hardware, to the management of return air or inlet air, and the use of supporting critical infrastructure such as air-handlers, these and many more factors can impact airflow in the data center. Simulation techniques offer the only scientific method for effectively providing answers. Fujitsu utilizes powerful 3D Computational Fluid Dynamics (CFD) software for the assessment of data center facility design and operations, providing an accurate baseline for the current site cooling dynamics. Further, detailed analysis of the impact of future changes are made, and proposed design changes are discussed with the customer. The assessment is performed as a simulation, without the risk of disruption to current data center operation.

**Facility Energy Certification**

Rising energy prices present a real problem for data centers, especially with legacy IT equipment and energy infrastructures. With Fujitsu’s Facility Energy Certification service, these costs are brought under control whilst assisting you in optimizing the energy efficiency. Fujitsu offers from preliminary assessments to full formal certification as Energy-Efficient Data Center, gaining valuable insight into the energy efficiency of the customer data center. In a first Efficiency Check inspection, and a further, more comprehensive Energy Management Assessment with optional measurement services, Fujitsu assesses existing energy measurement systems, and documentation, reporting findings and opportunities for further optimization, and readiness for formal certification. Audit and certification is offered by an external testing agency.

**Facility Implementation & Modernization**

Whether it is a secure housing for a single rack in a remote location, a container solution with modularity to enable growth, a room-in-room system integrated into an existing building, or turn-key planning, design and implementation of a complete data center facility, Fujitsu works with organizations to ensure the right solution with efficient operation for them.

**Fujitsu Security Server Rack (SSR)** is a practical and secure housing solution, offering organizations all the benefits of a complete data center environment, in the location of their choice, with options for sub-systems such as back-up power supply, fire prevention and suppression, cooling, security and remote monitoring.

**Fujitsu Secure Scalable Server Room (S3R)** provides fully modular, scalable and highly secure facility housing for IT infrastructure which is built into a building of choice, providing independence from the existing building fabric and a high degree of risk protection for IT assets.

**Fujitsu Secure Server Container (SSC)** provides a fully modular, scalable and highly secure facility housing for IT infrastructure in a containerized data center independent from existing facilities, coupled with rapid and flexible deployment options. It enables solutions based on individual requirements for high availability (also tiering per container), and accommodating options for sub-systems such as back-up power supply, fire prevention and suppression, cooling and containment, security access control, surveillance and monitoring. Solutions from several racks to a complete SSC-based container farm, including stackable options in maximizing space usage, can be realized.
Cloud computing is a customer-centric and very efficient model for provisioning IT as a service. It offers high scalability, and helps enterprises quickly adjust their existing business models, and introduce new ones, to meet business changes.

Fujitsu Cloud Services include standardized IT services from the cloud, which you can use within a very short space of time. And this is possible without having to deal with complex hardware and software. Furthermore, for enterprises that would like to implement their own cloud infrastructure, Fujitsu offers Private Cloud Infrastructures that already have pre-integrated and tested infrastructures.

**Cloud Consulting**
The range of sourcing, management and delivery models for cloud computing can be confusing. Because we understand that there is no single blueprint that fits all, we offer professional Cloud Consulting to help customers to decide on their IT sourcing model: Starting with the definition of objectives, the clarification of IT asset ownership and ending with the definition of the right sourcing strategy. Cloud Consulting is based on proven methodologies and tools for analysis and planning which Fujitsu has used successfully for many years in international projects.

**Infrastructure as a Service**
Fujitsu Infrastructure as a Service (IaaS) bundles the offerings for provisioning virtual and dedicated servers, storage capacities in various classes as well as workplace environments. Enterprises can quickly use the offerings according to their needs, without having to invest time and money in setting up and maintaining their own infrastructures. Services represent highly standardized Managed Storage and Managed Server solutions, and can be ordered with various SLAs and with monthly billing according to usage. They can be accessed using a secure Internet connection and the customer’s web portal.

### All "as a Service" offers include:

- Operational services
- Standardized SLAs
- Usage-based billing model
- Standardized prices
- Automated processes for provisioning
- Configuration via a self-service portal

**Fujitsu Global Cloud**
Fujitsu’s Global Cloud Platform provides fully configured, on-demand IT infrastructure. The trusted cloud platform is delivered via our global network of data centers – in Japan, Australia, United States of America, Singapore, United Kingdom and Ireland and Central Europe – to provide consistent and cost-effective, yet reliable and secure access to Infrastructure as a Service. With Fujitsu Global Cloud Platform, traditional IT capital expenditure is eliminated; payment for the service is on an hourly basis, with customers only billed for what they use, while supported 24x7 through a dedicated service desk at no extra cost. Fujitsu Global Cloud combines the best of both worlds – the scalability and cost benefits of a public cloud, with the security and robustness of trusted private data centers.

**Private Cloud**
A Private Cloud is a cloud environment that only serves one single customer. It is operated in two different ways: On-premise in your data center or off-premise as a dedicated (just for you) as-a-service offering in Fujitsu’s secure data center. With a Private Cloud you can influence everything in that cloud, like the definition of SLAs and how to handle your data in detail and can offer your users and their departments IT services on a pay-per-use basis, accessible via a self-service portal. Lower costs result from the shared infrastructure of a Private Cloud. Peak requirements of one department can be absorbed by temporary assignment of free resources by other users or departments. Thus, the average utilization rate is much better than before. Whether the Private Cloud is implemented on or off-premise, you can free up your internal resources from day-to-day routines, when you get your Private Cloud managed by Fujitsu.

**Flexible computing resources for Dynamic Infrastructures**
Fujitsu’s Dynamic Infrastructure (DI) Blocks are designed to deliver Private Cloud Services. They combine server, storage, network and virtualization technology with dynamic resource and cloud service management software. Fujitsu’s DI Blocks deliver powerful automated pools of IT infrastructure resources that can be flexibly provisioned within minutes. In combination with integration and managed services, this reduces implementation risk, delivers faster time to production, and ensures easy operation and maintenance of the complete solution.
Managed Storage manages data volumes reliably and economically

Requirements for storage management

In your IT environment you want to...

- Reliably manage dynamically growing data volumes
- Reduce storage costs and consolidate storage structures
- Change CAPEX to OPEX and have an accurate overview of your operating costs
- Efficiently manage storage resources and ensure high availability including 7x24 monitoring
- Ensure data backup and recovery reliably and quickly
- Increase flexibility of capacity provisioning
- Comply with internal and external regulations

Managed Storage from Fujitsu

Fujitsu meets these requirements. Managed Storage is the intelligent way to transfer the management of your complete storage infrastructure to a worldwide leading IT provider, and at the same time achieve significant cost benefits. Fujitsu Managed Storage helps you cope with the explosive growth of data volumes over the long term, both reliably and economically. Your costs decrease through flexible and short-term provisioning of necessary capacities «on demand» with optimized resource utilization.

The offering covers all tasks related to online storage, backup and archiving, and it enables you to standardize the management of your storage systems and software. We deliver these services according to agreed service levels. SLAs are determined on a multidimensional basis, e.g. depending on storage classes and defined availability.

Storage integration

Bearing in mind that you are not starting with a "blank page" approach, and taking the existing infrastructure into account, Fujitsu provides integration services consisting of consulting, design and the implementation of the optimal storage infrastructure.

Technology & infrastructure

The integration of Fujitsu ETERNUS technology into most of our storage offerings is a good example for the symbiotic relationship of services and products provided by Fujitsu, including system platforms from partners, e.g. NetApp.

Operation

Benefits can be achieved through expert services for your storage infrastructure. They consist of general service management, 7x24 system monitoring with systematic observation of the storage environment and related services. You also benefit from our management and provisioning to ensure that your storage capacity always matches your business requirements.

Billing

Managed Storage is transparent and usage-based: Services are billed according to the storage capacities actually used on a monthly base. The provision of these capacities is verified and documented using audit-proof capacity management tools, which simplify planning and budgeting. What’s more, you can provide resources for your various customers at the same time, and offer tailor-made service levels.
Managed Server ensures cost-optimized, uninterrupted operation of server infrastructure

Server challenges
E-mail, Internet, consistent support for business processes within the enterprise as well as with customers and partners, all options offered by IT are exploited today as a matter of course to drive businesses forward. However, to keep pace with these business requirements, capacities must be increased constantly and new technologies have to be applied – in an efficient, agile and secure manner. For many years complexity and costs have been on the rise. Often, capacities are not utilized in an optimal way.

Service concept according to your needs
The Managed Server portfolio from Fujitsu covers the entire lifecycle of server infrastructure, including operating system and virtualization technology, even in heterogeneous environments. To ensure cost-optimized, uninterrupted operations and the further development of your infrastructure, we provide you with comprehensive support through:

■ consulting (evaluation of systems and applications),
■ design (concepts and solutions),
■ installation (migration and implementation services),
■ maintenance and operation.

Fujitsu specialists are always available to reduce your server administration and management efforts. Whether the server infrastructure is located in customers’ premises or in Fujitsu’s data center, whether it is owned by the customer or by Fujitsu, an intelligent mix of on-site service and remote support from our service delivery centers results in considerable cost reductions with improved service quality. SLAs, such as availability classes and reaction times, are mutually agreed.

Comprehensive performance and efficiency improvements can be achieved thanks to automation and virtualization. 7x24 monitoring leads to fast resolution of technical problems, and proactively prevents any interruptions that could negatively impact your business. The Fujitsu Service Desk provides you with a single point of contact for all service requests.

With Managed Server from Fujitsu, server infrastructure can be taken off the balance sheet. The decision whether to own the assets or to include them as utilities within the pay-as-you-grow resource management concept is up to the customer.
Managed Database cares for one of your most valuable assets: your data

Nearly every application you use in your business has a database at its core. Many of those applications are mission critical, and the data represents one of your most valuable assets. Alarmingly, that valuable asset is often taken for granted. A slow system can negatively impact productivity, while a database crash, or even just downtime, without adequate recovery mechanisms in place, can be devastating.

Fujitsu Managed Database provides professional operational management of Oracle and MS SQL databases. It ensures uninterrupted availability and transactional integrity.

Managed Database services are provided 7x24 via remote infrastructure management out of our Global Delivery Centers. Configuration and administration services take care of capacity planning and performance tuning, and make sure that e.g. user accounts and roles are in place. Backup and restore/recovery services backup database data to a defined backup solution, and ensure that the database is recovered in case of a crash or corruption.

Monitoring services watch key database service and process health parameters, space, performance, backup success and scheduled tasks, and initiate corrective actions if needed. Patch management is carried out in maintenance sessions or during times approved by the customer. Specific reports may, for example, give overviews about operational capacity and performance, and planned changes on a regular basis.
Managed Application provides full service for your SAP environment

Efficient operation of your SAP Basic infrastructure
Many enterprises today cannot invest in innovative solutions because the high operating costs of their existing SAP environments are already straining their budgets. When funding for new technology is limited, it is difficult to introduce innovations that deliver business benefits. Therefore, to remain competitive, enterprises need to reduce SAP operating costs. In addition, smooth and trouble-free access to data in networked environments is essential to ensure business success. Downtime, no matter how brief, results in lost productivity and income, not to mention dissatisfied customers and missed business opportunities. Managed SAP Basic from Fujitsu – a global SAP partner for 40 years – ensures efficient operation of SAP environments. Customers benefit from flexible delivery models, cost efficiency and minimized risk.

Increased business intelligence based on SAP HANA
Every day decision makers are challenged to identify new business chances. But how should they calculate risks when decisions have to be made quickly? The answer is: Based on solid data and careful analysis – via SAP HANA. SAP HANA’s in-memory technology enables evaluations in real time. SAP HANA takes operational information from virtually any data source into a single environment, and instantly analyzes events and activities, without affecting existing applications or systems. You can plan and simulate scenarios within fractions of seconds. Fujitsu helps customers to design, build and operate the SAP HANA® platform to realize the full potential of the investment, and gain valuable competitive advantages. Customers benefit from increased productivity, reduced development costs, less IT support for Q&A activities, and cost reduction in the areas of administration and data validation.

Full service for your SAP environment
Depending on customer requirements, Managed Application includes infrastructure hosting, SAP infrastructure operations, support and maintenance of the SAP system basis and databases, as well as preventive services such as backup, restore or disaster recovery.
Why Fujitsu?

- Fujitsu is the world’s third-largest IT service provider. Our global reach enables us to deliver Managed Infrastructure Services around the world, and is underpinned by one of the largest global IT infrastructures.
- Global Delivery Centers support our customers 24x7 in more than 41 languages, and with a local presence in 70 countries.
- Fujitsu was positioned in the “Leaders quadrant” in Gartner’s 2012 Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services, Europe

- We advocate a modular approach. So, you have the capacity and flexibility to scale up or down the services you need, in response to changing business demands.
- You have the reassurance of ITIL service delivery.
- You can rely on industrialized and cost-competitive, reliable end-to-end services covering the full IT lifecycle, and built on decades of experience in running data centers all around the world, coupled with a commitment to innovation.